HOW TO USE UW CONNECT

CREATING TICKETS

There are two ways to create a ticket in UW Connect: sending an email or submitting a form.

Email

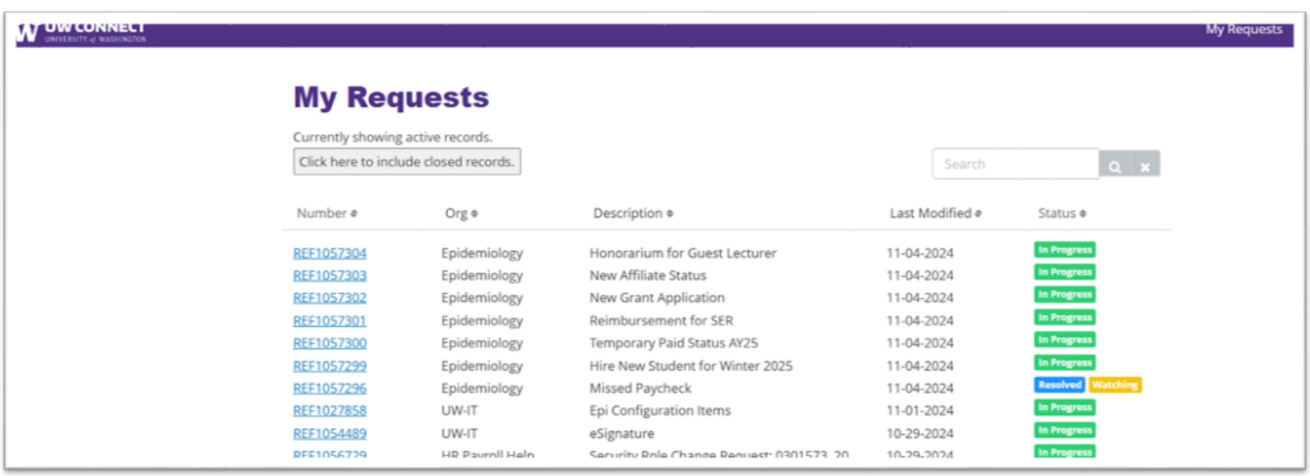
If you send an email to one of Epi's UW Connect accounts (epifinance@uw.edu, epigrants@uw.edu, or epifachr@uw.edu), the system will automatically create a ticket and you will receive an automatic response with your ticket REF #. Please continue to reply to the email thread that references the REF # — sending a new email will open a new ticket and cause confusion. This will keep a full record of your messages as well as all responses you receive. (See "Managing your Tickets" below for more details.)

Forms

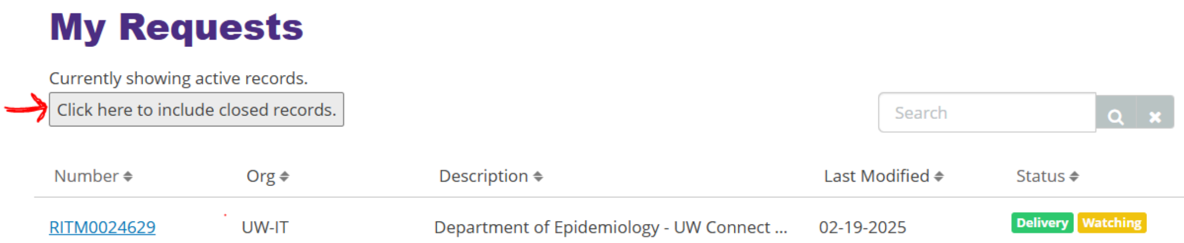
If you fill out one of our UW Connect forms, it will automatically create a ticket. You will receive an email response from the system, acknowledging your form submission and proving the REF # for your reference. From there, you can continue to communicate with the staff member working on your ticket via email.

MY REQUESTS PAGE

To check on the status of your tickets, visit the My Requests page (UW NetID login required). Once logged in, you will see a list of all active tickets on which you are the caller or watcher, including those from other UW organizations (UW-IT, Epidemiology, etc.). The My Requests page will show the ticket number, organization, the ticket description, date last modified, and the current status of the ticket.



You also have the option to include closed records by clicking on the button near the top of the page.

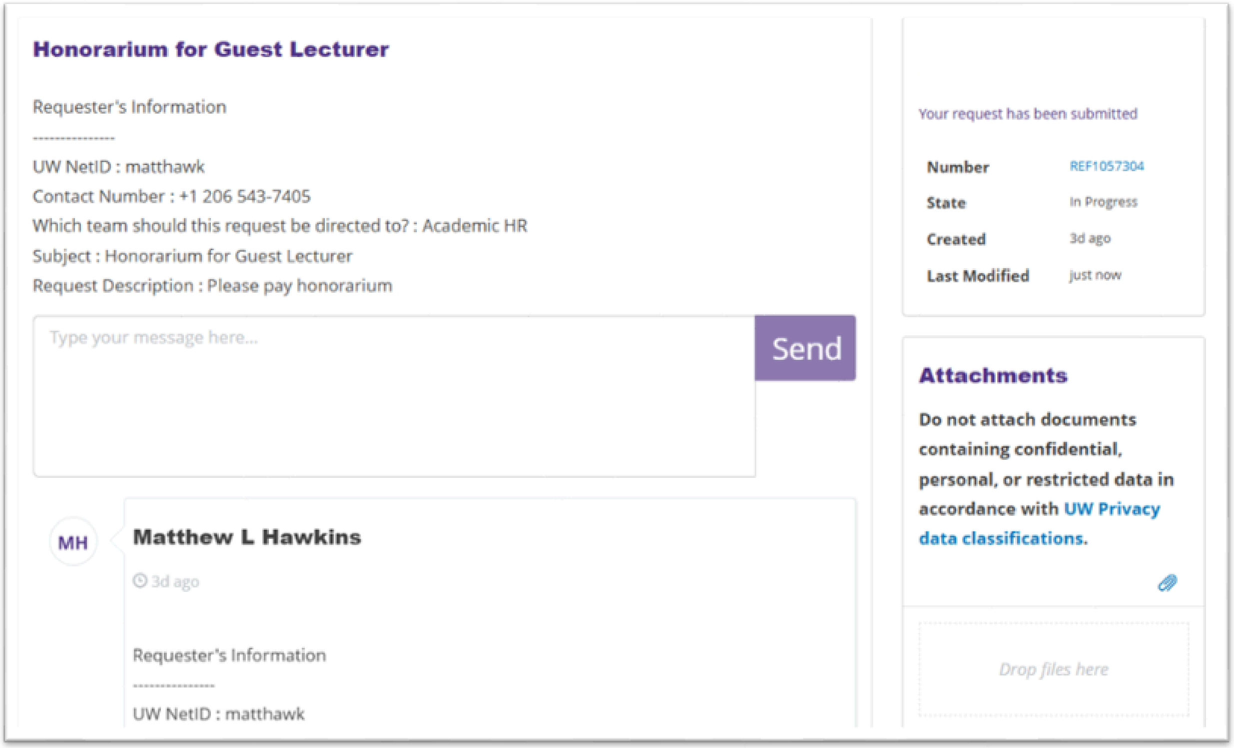


By default, My Requests displays information for active records, including those recently resolved. You can see a high-level status of your issue, including whether the support team is waiting on information from you.

If a ticket is marked as “Waiting on User Info,” it cannot proceed without the information you provide.

INDIVIDUAL REQUEST VIEW

You can see more details by clicking on the REF # on the left side of the page, which will bring you to the Individual Request View.



This page will show you the full history of messages between the caller (you) and the staff responding to the ticket. You can also use this page to respond to messages rather than emailing. You can view/add attachments, check the current state, and see when it was last modified.

View & Add Attachments to Records

The Individual Request View is an easy way for you to view the attachment(s) that were added to the record, since you do not receive an attachment via email if the support team adds it in the system. You can also add attachments to the record directly from the drill down.